

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: Bryce A. Jones                          Confirmation No.: 1039  
Application No.: 09/477,991                          Group No.: 2157  
Filed: January 5, 2000                                  Examiner: Barbara N. Burgess  
For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A  
WEB CALL CENTER

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**STATUS INQUIRY**

More than 7 months have passed since a Notice of Appeal and Pre-Appeal Brief Request for Review were filed in this application on September 18, 2006. No communication has been received from the Office in response. Kindly advise the present status of this application.

Respectfully submitted,

Date: 04/24/2007

/Kyle J. Way/

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